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Exceptional Service

A W A R D

Nomination for an ESA is an honor in itself. The basic criteria require the nominee to have a minimum of five years service with Western, have made significant contributions to Western and exemplify Western's core competencies.

The award itself recognizes:

- ♦ *Outstanding service or an established record of achievement in conducting or improving departmental goals.*
- ♦ *Accomplishment of assigned responsibilities in an exemplary manner.*
- ♦ *Demonstration of unusual initiative in contributing to the efficiency of the organization or improved management.*
- ♦ *Outstanding executive or technical ability and unusual devotion to duty under adverse conditions.*

Each of Western's ESA selectees for the year 2000 exceeds these criteria.



Edmond Chang



Edmond Chang has served as a project manager responsible for monitoring electric industry restructuring activities in the Sierra Nevada Region. Before taking on the PM responsibilities, he designed electrical control and distribution systems, performed power resource planning, economic justification and power repayment studies, transmission system capacity studies and served as the Power Marketing Manager for the Salt Lake City Area Office.

He constantly looks for opportunities to develop new relationships, building alliances with key individuals at the CAISO, the California Power

Exchange, the Automated Power Exchange, the California Energy Commission, the Federal Energy Regulatory Commission, and customer representatives from interested stakeholders in both the public power and investor-owned utility community.

According to co-worker, **Howard Hirahara**, "He has effectively communicated complex and technical information about SN's restructuring efforts to our customers, our managers, and our employees at every possible opportunity."

A 1971 electrical engineering graduate of the University of California at Berkeley, he enjoys being outdoors nurturing his garden and landscaping. He lives in El Dorado Hills, Calif. with his wife, Emily, and their children Adrienne, 22 and Justin, 19.



Bob Flores



Bob Flores began his Federal career as a cooperative student with the Department of Commerce in 1980.

He joined Western in 1991 and served as financial manager in both the Desert Southwest and Sierra Nevada Regions.

Flores was nominated for the ESA by co-workers for using his knowledge and expertise to educate Western management and employees, customers and critics, external auditors, the Inspector General

and others on high priority financial, accounting and audit issues.

DSW Financial Manager **Dean Criscola** commented, "Bob provided outstanding assistance to DSW last year... He continues to be an excellent source of financial information, especially concerning the Department."

A native of Pueblo, Colo., Flores graduated from the University of Colorado in 1991. When he's not responding to Congressionally commissioned studies on the status of financial audits, he spends time outdoors— camping, hiking, trail-bike riding and playing basketball and softball.

Robert Riehl joined Western as a public utilities specialist in 1977 after graduating from Carroll College in Helena. Since then, Riehl has contributed significantly to Western as an expert in power repayment methodology, history and policy.

During the past year, Riehl led two Westernwide teams, one redrafting the agency's wholesale power rates policies and procedures manual and one detailing the standards of conduct for the regional rates staff. According to coworker **Robert J. Harris**, "Bob developed the first 10-year rate projection. The high level of cus-

tomers comfort and trust enjoyed throughout the UGP is the direct result of Bob's work with our customers, both individually and with customer groups."

Riehl enjoys golf, fishing, auctions and home projects with his wife Susan and their three children, Alexis, Kurt and Molly.



Robert Riehl



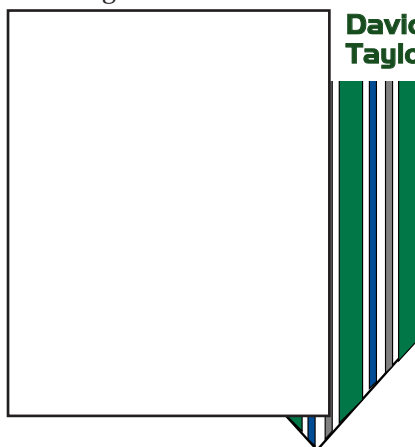
David Taylor has held the financial manager position since he started with Western in Salt Lake City in 1978. Taylor served as both the acting financial manager of Western's Desert Southwest Region and financial manager of CRSP from spring 1998 to the beginning of 1999. Continually distinguishing himself for his credible and creative approaches to dealing with key issues, one of Taylor's coworkers commented, "Quality and customer focus are themes that David stresses consistently."

A graduate of Brigham Young University, Taylor resides in Sandy, Utah with his wife Francine. They have eight children, Michael, 31, Stephen, 30, Ryan,

27, Spencer, 24, Brent, 22, Paul, 18, Rebecca, 15 and Kristen, 12. When Taylor isn't completing a Western-related work project, he enjoys sports, reading, traveling and devoting time to church work.



David Taylor



Frances Telles joined Western as assistant area manager for management service in the Phoenix Area Office in 1992. During her tenure with Western she has consistently shared her ideas and willingly participated in special studies and projects, lending her unmatched enthusiasm for new endeavors and challenges.

As assistant regional manager for management, Telles encourages feedback and creates a positive work environment where high performance is rewarded. Coworker **Mary Oretta** commented, "She is very customer focused and is an enthusiastic proponent of continuous improvement principles. She is open to new ideas and change and is not tied to doing things as they have been done in the past."

Telles attended New Mexico State University and lives with her husband, Fred, and their daughter Cynthia, 19. When she isn't working as a volunteer at the Arizona Science Bowl or devoting time to her church, Telles enjoys reading and spending time with her family and friends.



Francisca Telles

